

SAVVY™

**TurboPOWER™
Upright Vacuum
Cleaner
by HOOVER**

Owner's Manual

ENGLISH → pp.1-13

ESPAÑOL → pág. 14-21

FRANÇAIS → p. 23-30

***Thank you for
your purchase!***



Review this manual before operating cleaner

Thank you for choosing a HOOVER product.

Please enter the COMPLETE model and serial numbers in the spaces provided.

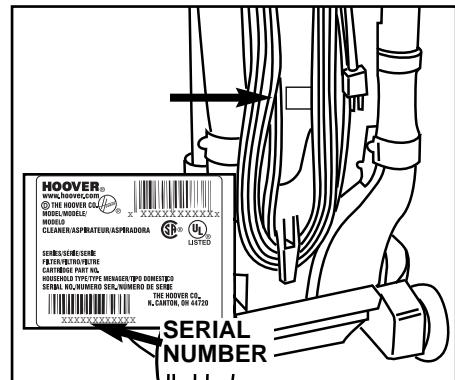
The numbers are located on the back of your cleaner.

Model _____

Serial number _____

Hint: Attach your sales receipt to this owner's manual.

Verification of date of purchase may be required for warranty service of your HOOVER product.



Important Safeguards

When using an electrical appliance, always follow basic precautions, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

Warning:

To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Close supervision is necessary when any appliance is used by or near children. Do not allow vacuum cleaner to be used as a toy or to run unattended at any time.
- Keep hair, loose clothing, fingers, feet and all parts of body away from openings, rotating agitators and other moving parts. Do not operate cleaner in bare feet or when wearing open toe shoes or sandals.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use to pick up flammable or combustible materials such as gasoline or fine wood sandings or use in areas where they may be present.
- Avoid picking up hard, sharp objects with the cleaner. They may damage the cleaner.
- Always turn off this appliance before connecting or disconnecting hose.
- Do not use without dirt cup or filters in place. Empty cup and clean filter frequently when picking up very fine materials such as powder.
- Use extra care when cleaning on stairs.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, or anything that may reduce air flow.
- Do not pull or carry by cord, use cord as a handle, close door on cord or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Always disconnect cord from electrical outlet before servicing the cleaner.
- Unplug cleaner when not in use. Turn off all controls before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord. Never handle plug or appliance with wet hands.
- The use of an extension cord is not recommended.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a Hoover Sales and Service Center or Authorized Hoover Warranty Service Dealer (Depot).
- Use vacuum cleaner only for its intended use as described in the instructions. Use only attachments recommended by The Hoover Company; others may cause hazards.

Save these instructions!



If you need any assistance:

Visit our website at **www.hoover.com**. Click on the "Service" button to find the service outlet nearest you OR

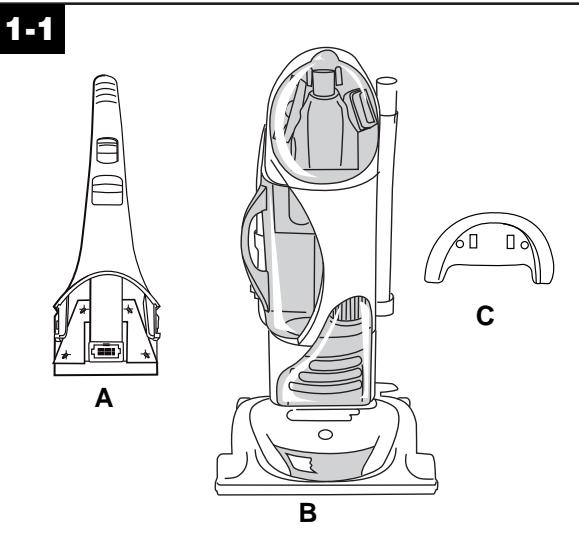
Call **1-800-944-9200** for an automated referral of service outlet locations (U.S. only) OR

Call 1-330-499-9499 to speak with a representative in our Consumer Response Center.

Please do not return this product to the store.

1. Assembly

Carton contents



Empty carton. Find the parts shown above before disposing of packing materials.

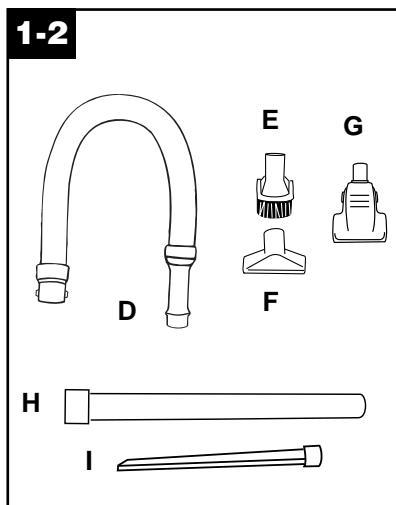
A. Handle section

B. Cleaner body

C. Hose holder

Accessory packs

The accessories are packed on the cleaner.



D. Hose

E. Dusting brush

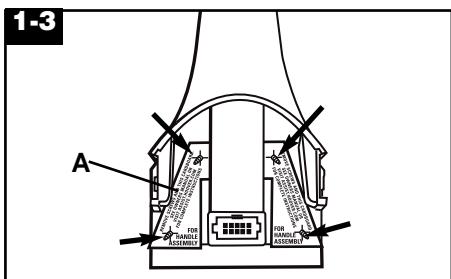
F. Furniture nozzle

G. Powered hand tool

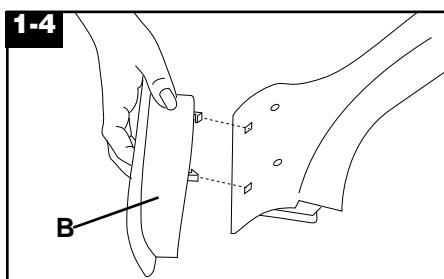
H. Extension wand

I. Crevice wand

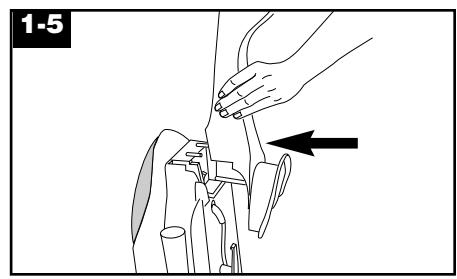
Cleaner Assembly



Remove cardboard (A) and four screws from handle section. Discard cardboard, but keep screws for assembly (Figs. 1-6 and 1-7).

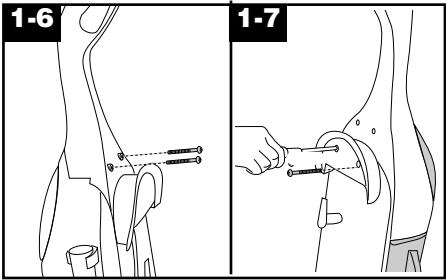


Snap tabs on hose holder (B) into holes on handle section.



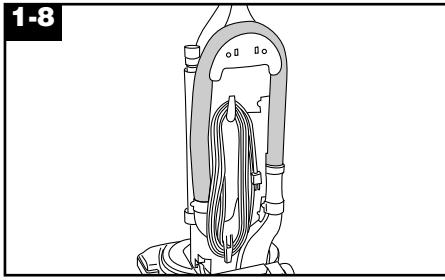
Slide handle section onto back of handle.

Continued →



Push screws into holes on back of handle (Fig. 1-6) and hose holder (Fig. 1-7).

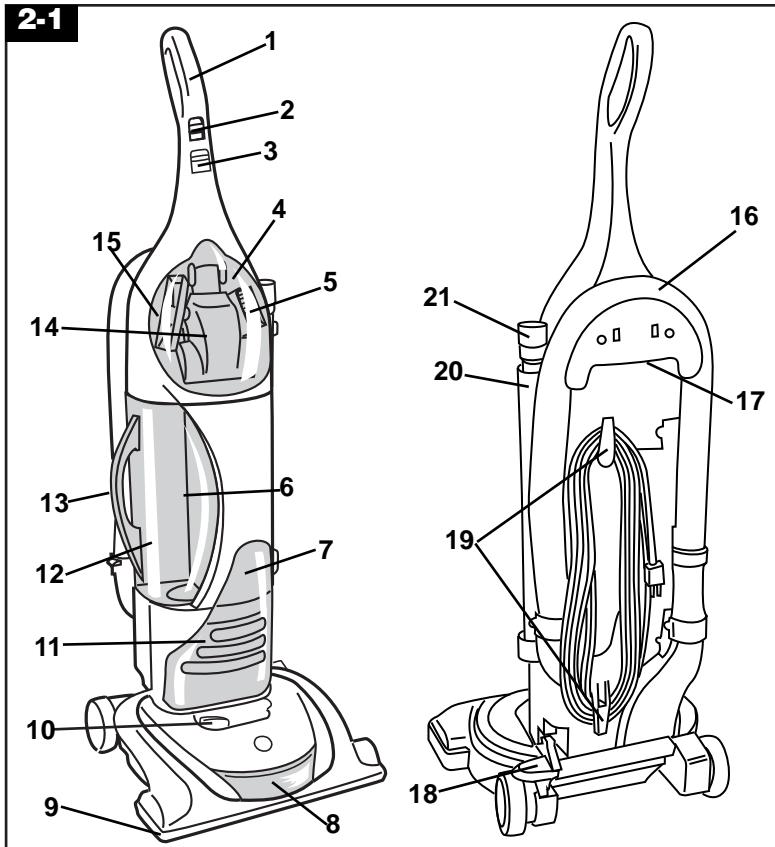
Tighten screws securely with a Phillips screwdriver.



Place hose on holder.

2. How to use

Cleaner description



The assembled cleaner will look like the drawing.

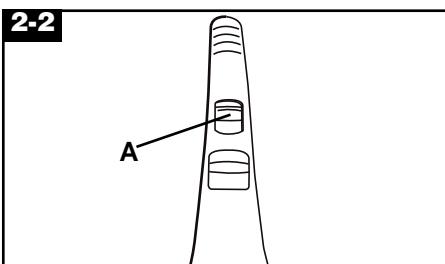
- 1. Handle**
- 2. Custom Control™ power switch**
- 3. Custom Control™ indicator**
- 4. Tool cover**
- 5. Dusting brush**
- 6. Pre-filter**
- 7. HEPA cartridge filter**
- 8. Headlight**
- 9. Furniture guard**
- 10. Nozzle control knob:** turn knob to correct setting for height of carpet being cleaned.
- 11. Final filter**
- 12. Dirt cup**
- 13. Dirt cup handle**
- 14. Powered hand tool**
- 15. Furniture nozzle**
- 16. Hose**
- 17. Carry handle/Hose holder**
- 18. Three position handle release pedal:** step on lever to lower handle to operating or low positions.
- 19. Cord hooks:** wrap cord around hooks for storage. The top hook rotates right or left for easy cord release.
- 20. Extension wand**
- 21. Crevice wand:** stores in wand.

Operate cleaner only at voltage specified on data plate on bottom of cleaner.

This cleaner is intended for household use.

Polarized plug

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.



Custom Control™ switch

Plug cord into electrical outlet.

CARPET setting - turns brush roll ON, for cleaning carpets and rugs. (Brush roll will automatically stop turning when handle is raised to upright position.)

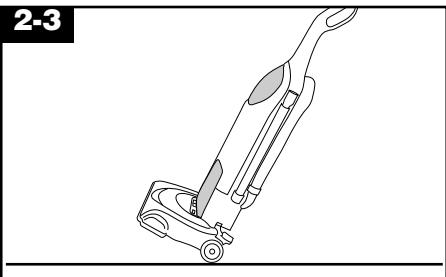
BARE FLOOR setting - turns brush roll OFF for cleaning hard surfact floors.

Brush roll automatic shut-off

If something gets caught in the brush roll, the cleaner will automatically turn off.

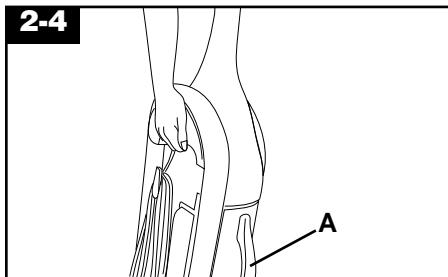
Slide the Custom Control™ switch to OFF. Unplug the cleaner.

Remove obstruction from brush roll and continue cleaning.



Transporting cleaner

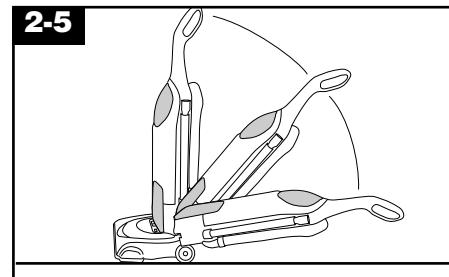
Put handle in upright position. Tilt cleaner back on rear wheels. Push forward.



Carrying cleaner

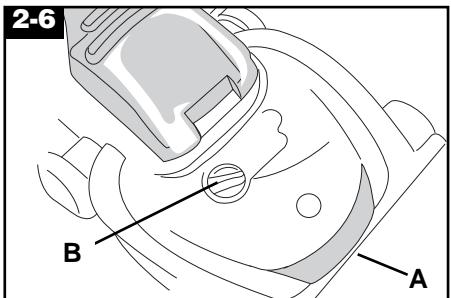
Use the carrying handle to lift the cleaner.

Do not lift cleaner using dirt cup handle (A).



Handle positions

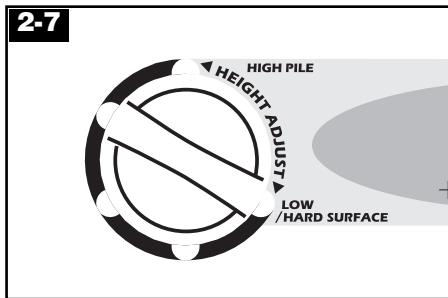
The handle of your cleaner has three positions; **upright** for storage and when using cleaning tools; **operating position** for general operation on carpet and floors; **low** for reaching under low furniture. Step on handle release lever to lower handle.



Carpet height adjustment

The cleaning of carpet and rugs takes place at the nozzle (A).

When it is necessary to raise and lower the nozzle for various carpet pile heights, turn the nozzle control knob (B) to the desired setting.



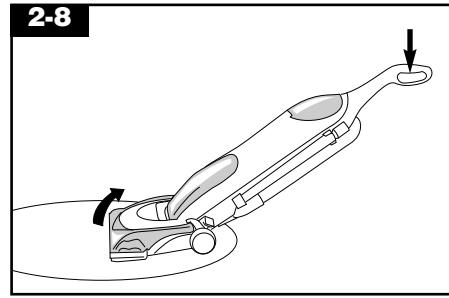
Settings

For maximum cleaning performance, the following carpet height settings are recommended.

Low/Hard Surface: for bare floors and all types of carpet

Note: If the cleaner is difficult to push, turn knob to the next higher setting.

High Pile: for very deep pile carpet where easier pushing effort is desired, while maintaining good cleaning performance.



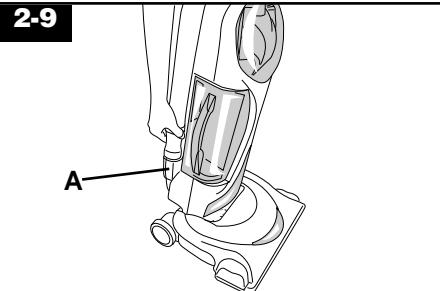
Cleaning lightweight flexible rugs

Stand on one end of rug and move cleaner toward other end or edge.

Before reaching edge, push down on handle. This will lift up the nozzle (front of cleaner) and will prevent rug from clinging to cleaner. Continue to lift up nozzle so that when you have reached the edge, it is completely off the rug. Move cleaner back to start again, lower nozzle, and use only forward strokes.

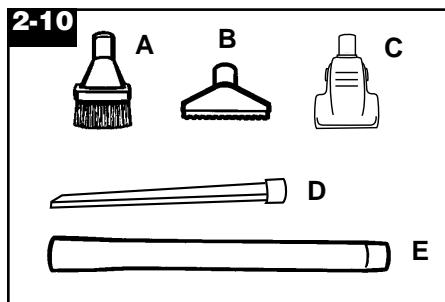
Cleaning tools

When using cleaning tools, **cleaner handle should be in the upright position to activate the automatic "brush roll automatic shut off" and for convenience in moving the cleaner from one area to another.**



Turn cleaner OFF before disconnecting and connecting hose to hose tube (A).

To use hose, lift hose end as shown.

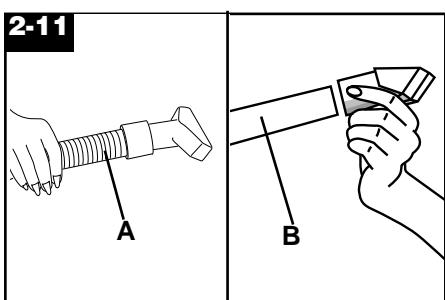


Select proper tool

A. Dusting brush may be used for carved furniture, table tops, books, lamps, lighting fixtures, venetian blinds, baseboards, shutters, and registers.

B. Furniture nozzle may be used for upholstered furniture, draperies, mattresses, clothing, automobile interiors, and carpeted stairs.

C. Powered hand tool may be used for upholstered furniture, carpeted stairs and hard-to-reach places.



Attach wand and tools

Attach tool or wand to the hose (A) by pushing it firmly into hose.

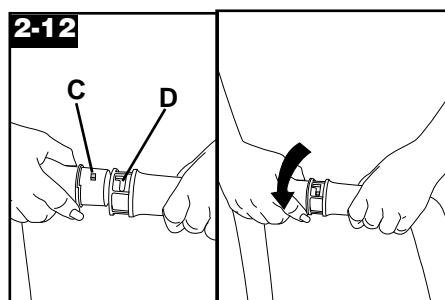
Attach second wand or tool to wand (B) by pushing it firmly onto the wand.

Twist wand or tool slightly to tighten or loosen the connection.

How to clean tools

To clean the hose and the powered hand tool, wipe off dirt with a cloth dampened in a mild detergent. Rinse with a damp cloth. Do not submerge powered hand tool in water.

Cleaning tools may be washed in warm water with a detergent. Rinse and air dry before using.



Extra reach hose

(available at additional cost if not included with your cleaner)

Push Custom Control™ switch to OFF position.

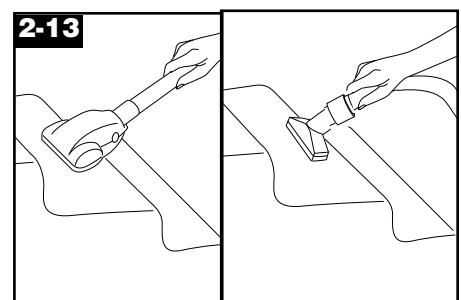
Align end of extra reach hose with projections (C) over slots (D) on end of attached hose.

Slide hose into slots and twist hose to lock it in place. (To detach hose, reverse procedure.)

Attach wands or tools to the other end of hose.

D. Crevice wand can be used in tight spaces, corners and along edges in such places as dresser drawers, upholstered furniture, stairs, and baseboards. It can also be used for extra reach with the dusting brush and/or extension wand.

E. Wand is used to give extra length to your hose. Use it with any of the above tools.



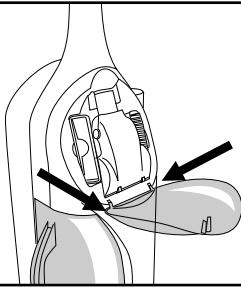
Stair cleaning

Use the hose and powered hand tool or furniture nozzle for stair cleaning.

CAUTION: To prevent the cleaner from falling, always place it at the bottom of the stairs.

With handle in upright position, clean from bottom to top.

2-14



How to attach tool cover

The tool cover is designed with a "break-away" feature which allows it to snap free if it is pushed open too far.

To reattach, align hinges of cover with slots on sides of tool storage area.

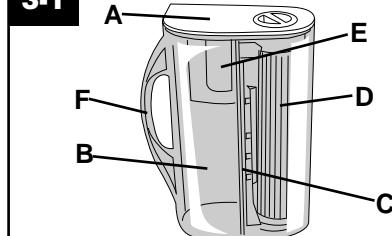
Push cover down to secure in place.

3. Maintenance

Familiarize yourself with these home maintenance tasks. Proper use and care of your cleaner will ensure continued cleaning effectiveness.

Dirt cup

3-1



The dirt cup assembly consists of the following parts:

- Lid (A)
- Dirt Cup (B)
- Pre-filter (C)
- HEPA Cartridge Filter (D)
- Dirt Opening (E)
- Handle (F)

While the cleaner is in operation, the pre-filter screen will stop larger debris from entering the HEPA cartridge filter chamber. This larger debris will be seen collecting in the left side of the dirt cup. The HEPA cartridge filter will collect fine particles that have passed through the pre-filter screen.

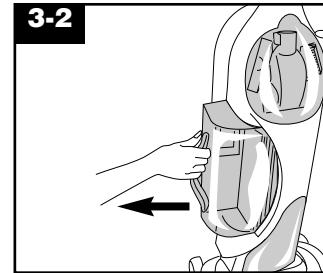
When to empty

We recommend that the dirt cup be emptied before the dirt reaches the dirt opening on back of cup (Fig. 3-1) or after every use if you prefer.

CAUTION: Very fine materials, such as face powder or cornstarch, may seal the filter and cause loss of suction. When using the cleaner for this type of dust, empty the cup and clean the filters often.

How to empty

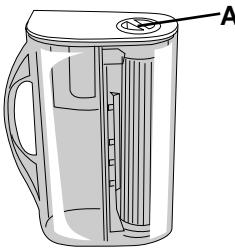
3-2



Disconnect cleaner from electrical outlet. Do not use cleaner without dirt cup or filters in place.

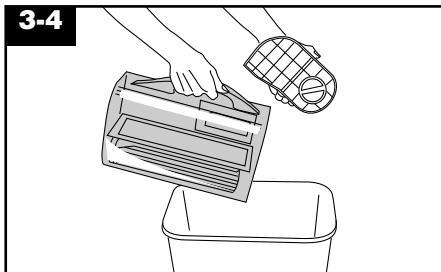
Remove cup - Lift up slightly and firmly pull cup **straight** out.

3-3



Clean filter - Turn knob (A) on top of dirt cup lid one full turn.

3-4

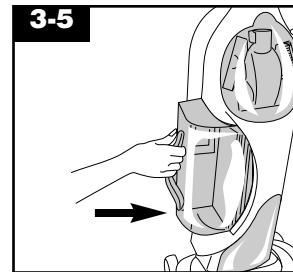


Empty cup - Remove lid.

Note: It is not necessary to remove the HEPA cartridge filter to empty the dirt cup.

Tap side of cup until no more dust particles fall from the HEPA cartridge filter.

3-5



Replace cup - Replace dirt cup lid.

Slide cup into place.

Press firmly until cup locks in place.

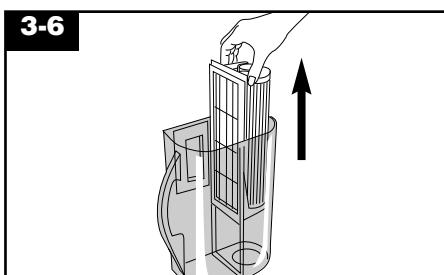
Filter assembly

The HEPA cartridge filter and pre-filter are essentially self-shedding.

Tapping the side of the dirt cup as described in "How to empty dirt cup" should sufficiently remove dust and fine particles from the HEPA cartridge filter and pre-filter.

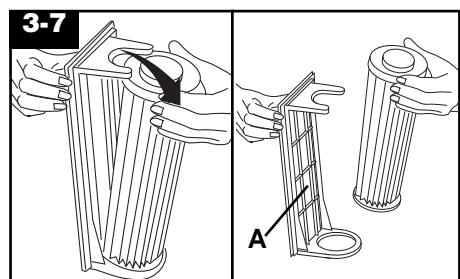
The filter assembly can also be removed for additional cleaning.

How to clean filter assembly



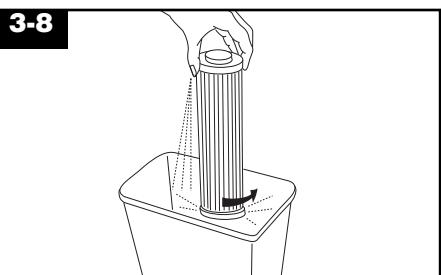
Remove dirt cup and dirt cup lid as described in "How to empty dirt cup."

Grasp pre-filter frame and pull up firmly. Slide filter assembly out of cup.



Grasp end of HEPA cartridge filter and pull it away from pre-filter. Remove cartridge from assembly.

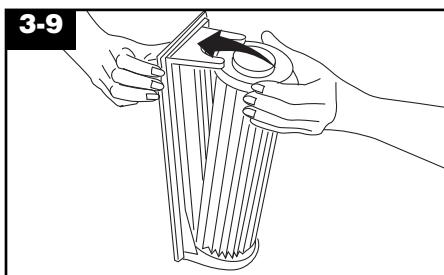
The **pre-filter (A)** can be cleaned with a brush and then rinsed with water. Allow pre-filter to dry thoroughly.



Clean the HEPA cartridge filter by tapping either of the ends. **DO NOT tap soft pleated sides of HEPA cartridge filter as this could damage the filter.**

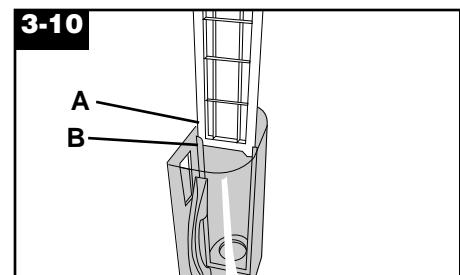
Tap filter until no more dust particles fall from the filter.

DO NOT rinse HEPA cartridge filter with water.



To re-assemble filter assembly, place large knob of HEPA cartridge filter in hole on bottom of pre-filter.

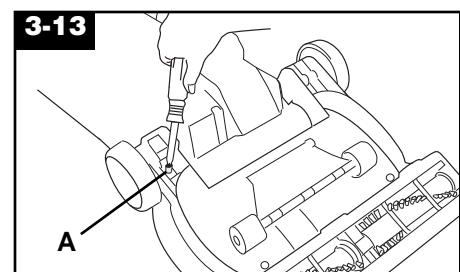
Snap top of HEPA cartridge filter into place.



Align grooves (A) on pre-filter frame with grooves (B) in dirt cup.

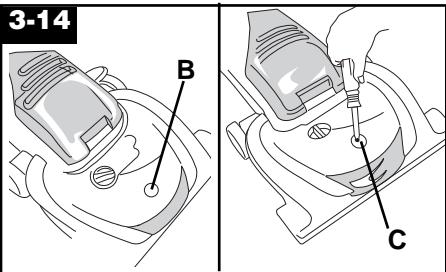
Headlight replacement What to buy

This cleaner uses a 12 volt, wedge base type 912 bulb, **HOOVER part No. 27313107.**

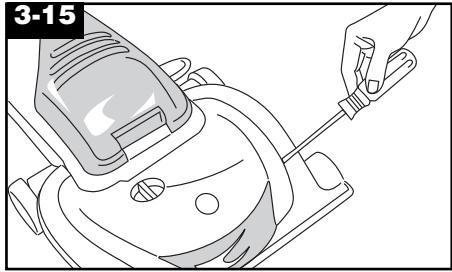


Disconnect cleaner from electrical outlet.

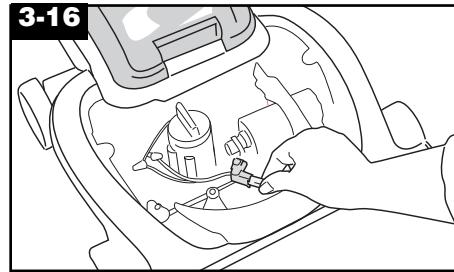
Step on handle release pedal and place cleaner in the lowest position. Turn cleaner over. Using a Phillips screwdriver, remove the two screws (A) located nearest the wheels at the rear of the base of the cleaner.



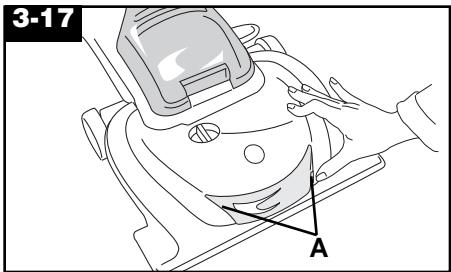
3-14
Turn cleaner over. Remove HOOVER® emblem (B). Using a Phillips screwdriver, remove the screw (C), located underneath the emblem.



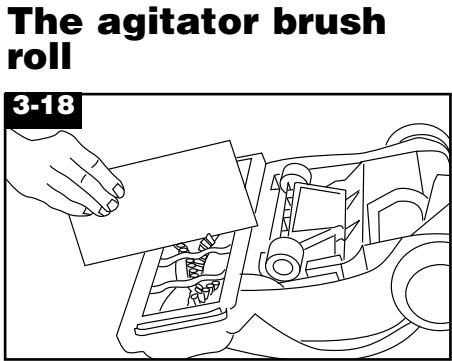
3-15
Using a flat screwdriver, pry off hood as shown and remove.



3-16
Install bulb - Pull old bulb straight out of socket. Push new bulb straight into socket until locked in place
Excessive force is not required.



Replace hood - Reposition hood, fitting tabs (A) on either side under the lens cover as shown. Replace screw and HOOVER® emblem. Turn cleaner over and replace the two screws located on the bottom of the cleaner as shown in Fig. 3-13.



When to replace

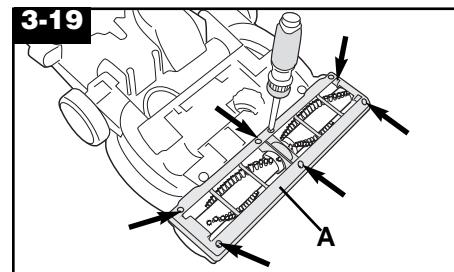
When agitator brushes are worn, the agitator should be replaced.

To check condition of brushes, **disconnect cleaner from electrical outlet.**

Move edge of a card across bottom plate while turning agitator. To maintain cleaning effectiveness, have brush roll replaced if brushes do not touch card.

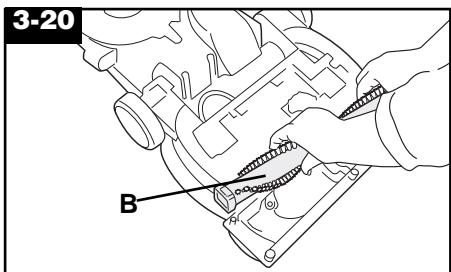
What to buy

When purchasing a new agitator, ask for **HOOVER part No. 48414137.**

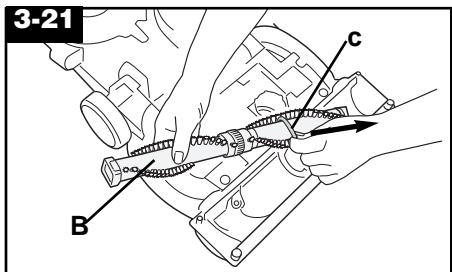


3-19
How to replace
Disconnect cleaner from electrical outlet.

To remove bottom plate, step on handle release pedal and place cleaner in the lowest position. Turn cleaner over. Using a Phillips screwdriver, remove the seven screws and lift off the bottom plate (A).

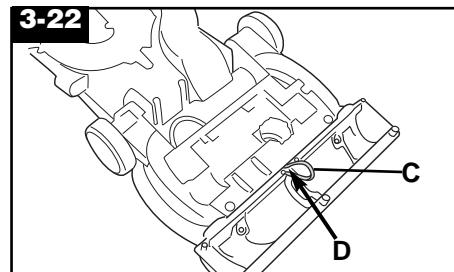


3-20
Pull up on agitator (B) to remove from agitator cavity.

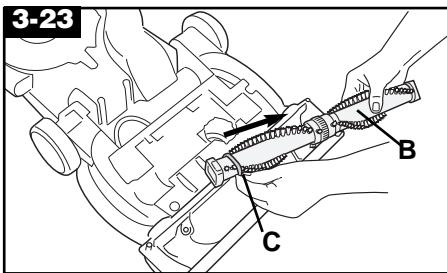


3-21
Holding agitator (B) with one hand, slide belt (C) off the agitator.

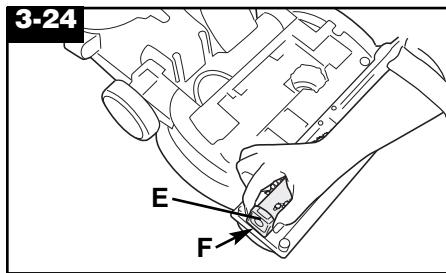
Discard old agitator.



3-22
Note: Do not allow belt (C) to fall back into cavity (D) on bottom of cleaner.

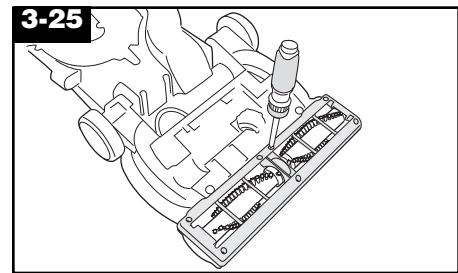


Hold new agitator (B) in one hand, and the belt (C) in the other. Slide the belt onto the agitator, until belt is in the middle of the agitator. Align the belt directly over the grooves on the agitator.



Slide end plates (E) of the agitator into the slots (F) on both sides of the agitator cavity.

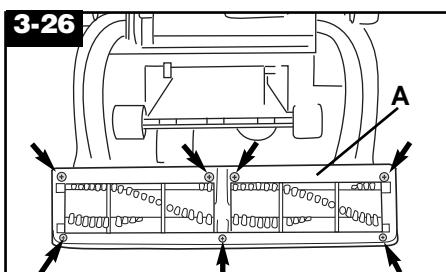
Turn agitator to make sure it rotates freely.



Replace bottom plate and screws (7).

Belt replacement

The belt on your Hoover cleaner causes the brush roll to rotate and is important for the effective operation of your cleaner. The brush roll belt is designed to last a long time and does not normally need replacement. The belt is located under the hood of the cleaner and should be checked from time to time to be sure it is in good condition.



in the lowest position. Turn cleaner over. Using a Phillips screwdriver, remove the seven screws and lift off the bottom plate.

If the belt is cracked, gouged or broken, it should be replaced.

A new belt can be installed at your nearest Hoover Sales and Service Center.

Inspecting the belt

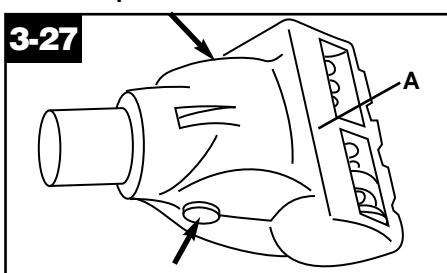
Disconnect cleaner from electrical outlet.

The belt can be seen by removing the bottom plate (A). To remove, step on handle release pedal and place cleaner

Powered hand tool

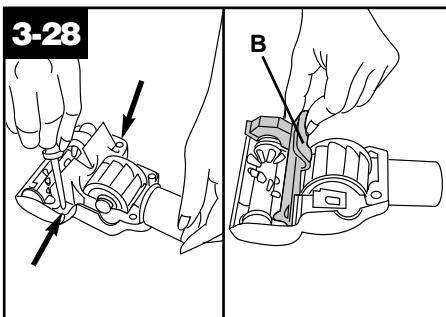
Agitator brush roll replacement

When agitator brushes are worn, the brush roll should be replaced. Ask for HOOVER part No. 48414088.

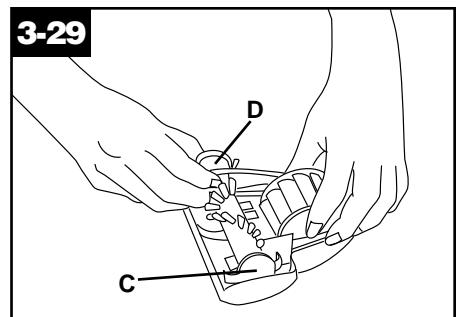


How to replace

1. Remove tool from hose and turn it so bottom faces up. Press the latches on either side of tool and remove bottom plate (A).



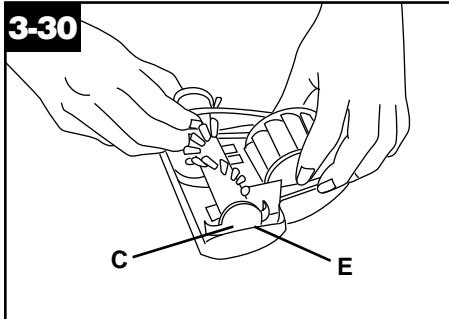
2. Unscrew the two Phillips screws and remove belt guard (B).



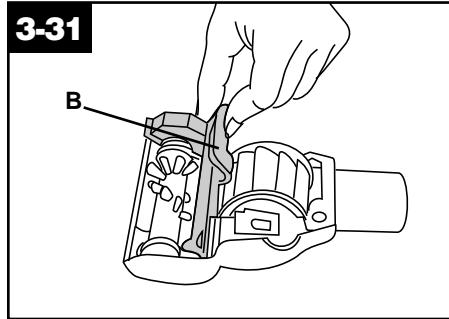
3. Remove agitator including end plates (C) and discard.

4. Inspect belt to ensure that it is in good condition. If belt is cracked, gouged or broken, replace it (see following section).

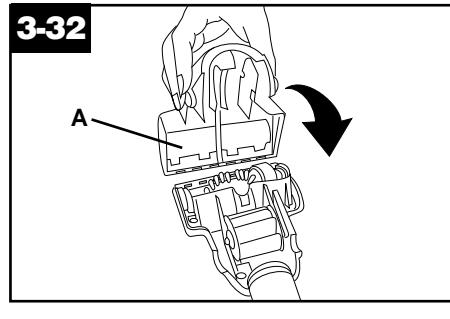
5. Insert brush roll through belt and position belt over gear teeth (D) on brush roll.



6. With curved ends down, slide end plates (C) of brush roll into slots (E) on tool.



7. Replace belt guard (B) making sure not to pinch brush bristles in guard. Turn agitator, to make sure it rotates freely.
Replace and tighten screws.

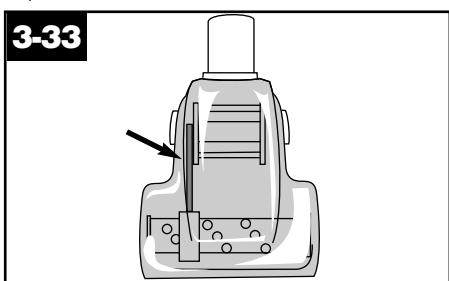


8. To replace bottom plate (A), insert the four tabs on edge of bottom plate into slots on front of tool.
Pivot bottom plate down and snap closed.

Powered hand tool

Belt replacement Inspect the belt

The powered hand tool belt is designed to last a long time and is not normally replaced. However, if the belt is cracked, gouged or broken, it should be replaced.

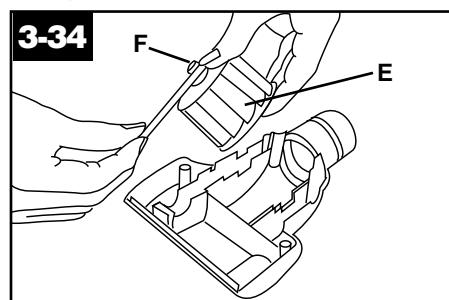


The belt can be seen through the top of the nozzle or by removing the bottom plate and belt guard (Figs. 3-27 and 3-28).

Replace belt

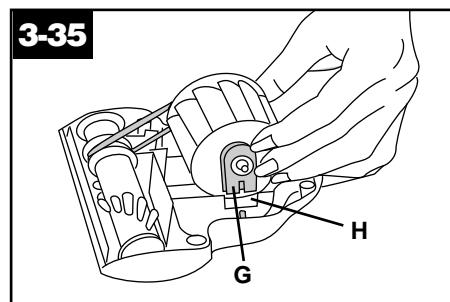
When replacing belt, ask for **HOOVER**
part No. 38528037.

1. Remove bottom plate, belt guard and brush roll as described in Figs. 3-27 through 3-29.



2. Grasp turbine (E) and pull firmly to remove.

3. Remove belt from turbine pulley (F).
Replace with new belt.



4. With flat sides of turbine retainers (G) pointing down, slide retainers into grooves (H) in tool housing and snap into place.

5. Replace brush roll, belt guard, and bottom plate as described in Figs. 3-29 through 3-32.

Lubrication

The cleaner is equipped with bearings that contain sufficient lubrication for the life of the cleaner. The addition of lubricant could cause damage. **Therefore, do not add lubricant to any bearings.**

Thermal protector

An internal thermal protector has been designed into your cleaner to protect it from overheating.

When the thermal protector activates, the suction motor will stop running, however the agitator will continue to run. If this happens, proceed as follows:

1. Turn the cleaner OFF and disconnect it from the electrical outlet.
2. Check dirt cup pre-filter, HEPA cartridge filter and final filter for dirt accumulation.
3. Refer to "Clearing blockages" section.

4. **When the motor cools**, the thermal protector automatically resets and cleaning may continue.

If the thermal protector continues to activate after following the above steps, your cleaner may need servicing (see "Service" section).

4. If you have a problem

If a minor problem occurs, it usually can be solved quite easily when the cause is found by using the check list below.

Problem: Cleaner won't turn on

Possible cause

Possible solution

- **Not firmly plugged in**
- *Plug unit in firmly*
- **No voltage in wall plug**
- *Check fuse or breaker*
- **Blown fuse or tripped breaker**
- *Replace fuse or reset breaker*
- **Thermal protector activated**
- *Allow cleaner to cool (this will reset the thermal protector) (see pg. 12).*
- **Brush roll shut-off tripped**
- *Turn cleaner OFF, clear brush roll. Turn cleaner back ON.*

Problem: Agitator brushes aren't turning

Possible cause

Possible solution

- **Custom Control™ switch set on BARE FLOOR position.**
- *Set switch to carpet position*
- **Agitator is obstructed.**
- *Clear obstruction*

Problem: Cleaner won't pick up

Possible cause

Possible solution

- **Thermal protector activated**
- *Allow cleaner to cool (this will reset the thermal protector) (see pg. 12).*
- **Agitator brush roll worn**
- *Replace brush roll*
- **Dirt cup full**
- *Empty dirt cup*
- **Incorrect carpet height setting**
- *Turn nozzle control knob to lower setting*
- **Blockage in air flow passage**
- *Clear blockage*
- **HEPA cartridge filter clogged**
- *Clean HEPA cartridge filter by either tapping the side of the dirt cup or removing the cartridge filter as described in the "Filter assembly" section.*
- **Pre-filter clogged**
- *Clean pre-filter as described in "Filter assembly" section.*
- **Dirt cup not properly installed**
- *Position dirt cup properly (Fig. 3-5).*
- **Dirt cup lid not positioned properly or missing**
- *Ensure that dirt cup lid is properly positioned.*
- **Filter assembly not assembled properly**
- *Ensure that filter assembly is positioned properly (Figs. 3-9 to 3-11).*

- **Broken or worn belt**
- *Replace belt*

Problem: Cleaner hard to push Possible cause

Possible solution

• Incorrect carpet height setting

- *Turn nozzle control knob to a higher setting*
- **Broken or worn belt**
- *Replace belt*

Problem: Cleaning tools won't pick up

Possible cause

Possible solution

- **Blockage in hose**
- *Clear blockage.*

Problem: Visible dirt leaking through final filter

Possible cause

Possible solution

• Filter assembly not installed properly

- *Remove filter assembly from dirt cup and ensure that HEPA cartridge filter is properly attached to pre-filter screen and that entire filter assembly is properly repositioned inside dirt cup. (Figs. 3-6 through 3-11).*

Problem: Dirt inside dirt cup stops spinning

Note: Heavy debris may settle to the bottom of the dirt cup and prevent the dirt from spinning without affecting cleaning performance. The cleaner can continue to be used even if the dirt is not spinning inside the dirt cup.

However, if the dirt does stop spinning AND there is a noticeable decrease of performance, check the items under "Cleaner won't pick up".

Problem: Powered hand tool brush roll won't turn

Possible cause

Possible solution

- **Too much pressure being applied to tool**
- *Continue using tool applying **light** pressure.*
- **Blockage in turbine channel**
- *Remove blockage.*
- **Broken or worn belt**
- *Replace belt*
- **Low cleaner suction**
- *Check items under "Cleaner won't pick up".*

Clearing blockages

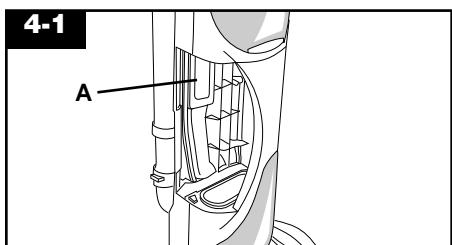
Disconnect cleaner from electrical outlet.

Low suction or pick up may be due to a blockage in the system. Refer to the following steps to check for blockages **continuing with each step until the blockage is found:**

A. If a blockage occurs during floor cleaning:

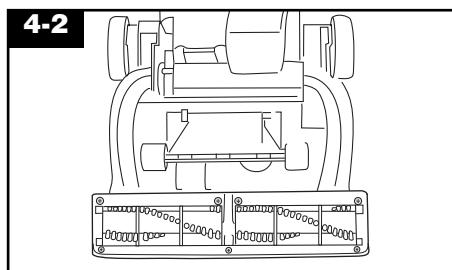
Turn cleaner OFF and disconnect from electrical outlet.

1. Check fullness of dirt cup and filter assembly; empty cup and clean filters if needed.



Check dirt duct

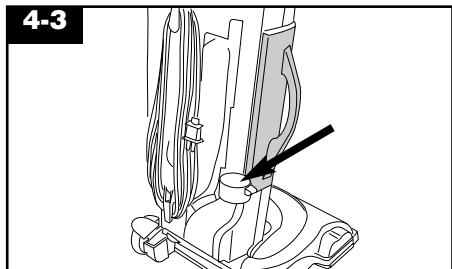
2. Remove dirt cup, look in duct (A).
3. Clear blockage from dirt duct.



Check brush roll

4. Turn cleaner OFF and unplug.

5. Turn cleaner over and clear blockage from brush roll. Return cleaner to operating position. Turn cleaner back on and continue cleaning.



Check hose tube

6. Turn cleaner OFF and unplug.

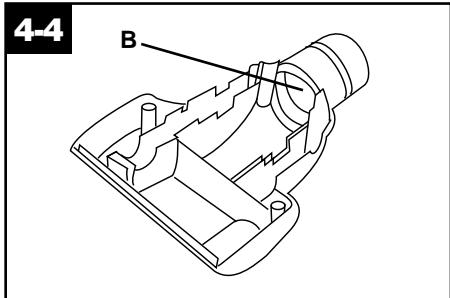
7. Remove hose from tube. Clear blockage from tube. Also, check hose for blockage.

B. If a blockage occurs during tool use:

Turn cleaner OFF and disconnect from electrical outlet.

1. Look into hose end and remove any blockage.

C. If a blockage occurs during powered hand tool use:



1. Disconnect powered hand tool from hose. Remove bottom plate, belt guard and turbine as described in Figs. 3-27, 3-28 and 3-34.

Remove any blockage from turbine channel (B).

Replace belt turbine, brush roll, belt guard and bottom plate.

Full Two Year Warranty (Domestic Use)

Your HOOVER® appliance is warranted in normal household use, in accordance with the Owner's Manual against original defects in material and workmanship for a period of two full years from date of purchase. This warranty provides, at no cost to you, all labor and parts to place this appliance in correct operating condition during the warranted period. This warranty applies when the appliance is purchased in the United States including its territories and possessions, or in Canada or from a U.S. Military Exchange. Appliances purchased elsewhere are covered by a limited two year warranty which covers the cost of parts only. This warranty does not apply if the appliance is used in a commercial or rental application.

This warranty only applies when the product is in use in the country or territory in which it is purchased.

Warranty service can only be obtained by presenting the appliance to one of the following Authorized Warranty Service outlets. Proof of purchase will be required before service is rendered.

1. Hoover Sales and Service Centers
2. Hoover Authorized Warranty Service Dealers (Depots)

For an automated referral of authorized service outlets in the U.S.A., phone 1-800-944-9200 OR

visit The Hoover Company on-line at www.hoover.com

This warranty does not cover pick up, delivery, or house calls; however, if you mail your appliance to a Hoover Sales and Service Center for warranty service, transportation will be paid one way.

While this warranty gives you specific legal rights, you may also have other rights which vary from state to state (or province).

If further assistance is needed, or if there are questions concerning this warranty or the availability of warranty service outlets, phone the Hoover Consumer Response Center, Phone 330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8. Phone 1-800-263-6376.

Do not send your cleaner to The Hoover Company in North Canton for service, this will only result in delay.

If further assistance is needed, contact The Hoover Consumer Response Center, Phone: 330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8, Phone: 1-800-263-6376.

Always identify your cleaner by the **complete** model number when requesting information or ordering parts. (The model number appears on the back of the cleaner.)